



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

## INFORMATIONAL LETTER NO. 1327

**DATE:** November 27, 2013

**TO:** Iowa Medicaid Home and Community Based Services (HCBS) Providers, Targeted Case Managers, Case Managers, Service Workers, and Integrated Health Home (IHH) Care Coordinators

**ISSUED BY:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** HCBS Incident Report Training

**EFFECTIVE:** Immediately

HCBS Quality Oversight staff will conduct a web-based training regarding Iowa Administrative Code Chapter 77, Major Incident Reporting Requirements, involving enrolled members of HCBS waiver and Money Follows the Person (MFP) programs.

Required service providers, case managers, targeted case managers, service workers, and IHH care coordinators are required to submit an incident report to the Bureau of Long Term Care, via the Iowa Medicaid Portal Access (IMPA), when they witness or discover that a major incident has occurred. If the targeted case manager, case manager, or IHH care coordinator is not certain a major incident has been reported by a member's provider, they must ensure the report is submitted either through communication with the service provider or by personally submitting the incident report via IMPA.

A webinar will be conducted by the HCBS Incident and Complaint Specialist on Friday, December 6, 2013, from 10:00-11:15 am. The training will address reporting requirements including expected time frames for reporting, method for reporting, usage of IMPA, and technical assistance related to major incident reporting. Reserve your webinar seat now at: <https://www2.gotomeeting.com/register/523156930>.

The webinar will be recorded and a frequently asked questions (FAQ) will be developed based on questions received and will be posted at a later date.

Questions about this letter should be directed to the HCBS Incident and Complaint Specialist at [hcbsir@dhs.state.ia.us](mailto:hcbsir@dhs.state.ia.us).